

**Corrective Action Program (CAP) System and Remedial Action Management Program
(RAMP) Integration
Frequently Asked Questions
Current as of: May 7, 2010**

**Corrective Action Program (CAP) System and Remedial Action Management Program
(RAMP) Integration Overview**

1. Why is the RAMP System being merged into the CAP System?

The system integration is being undertaken to support the overarching mandate to address a portion of the requirements outlined in the Post Katrina Emergency Management Reform Act (PKEMRA) Section 650.

The CAP/RAMP integration project began with input from working groups that identified a need to incorporate the functionality of RAMP related to real-world events into the CAP System. The enhanced CAP System now supports improvement planning for exercises and real-world events through additional data fields and a more customized user experience.

2. What is RAMP?

RAMP established processes and procedures to identify issues, lessons learned, and smart practices resulting from exercises and real-world events; manage remedial actions; and distribute lessons learned and smart practices. RAMP was established in 2004 and used by the Federal Emergency Management Agency (FEMA) staff, with a focus on real-world events.

3. What changes are happening to the CAP System?

A number of enhancements to the CAP System were rolled out as part of this integration:

- There will be separate event creation processes for exercises and for real-world events, with information specific to the type of event being created.
- The user roles have been reassigned or renamed to more closely reflect corrective action planning roles. More information on these roles is provided in the chart below.
- Users are now required to enter observations as part of the Improvement Plan (IP).
- The IP upload spreadsheet template and process has been updated to facilitate upload of IP data.
- All corrective action changes in the corrective action tracking process can now be made on a single page within the system.
- Corrective action statuses have been streamlined into four distinct classifications, described in the chart below.

4. How will this transition affect current CAP System users?

Most CAP System users will not notice any substantial changes with the CAP System interface, although there have been changes to improve the overall usability of the CAP System. An overview of system enhancements is available in a short Flash video available on the Homeland Security Exercise and Evaluation Program (HSEEP) Web site under the “What’s New” section.

5. Will this transition affect any other HSEEP Toolkit functions?

No. These enhancements are specific to the CAP System.

6. What is being done to inform users of this transition?

The FEMA National Exercise Division (NED) is reaching out to system users to inform them of these changes using multiple means. The HSEEP Web site will be regularly updated with new information and responses to concerns as users submit them. The CAP System user guide has been revised to reflect new functions and classifications, and the HSEEP Toolkit Help Desk has been briefed on the system enhancements.

Revised Corrective Action Program (CAP) System User Roles

7. Why are some of the role titles renamed or removed in the CAP System?

The user roles have been renamed or removed to reflect corrective action planning roles.

8. What user roles have been removed or renamed?

Please see the chart below.

Previous CAP System Role Descriptions	New CAP System Role Mapping/Description	Identified User Impacts
Federal Event Administering Agency (EAA): Responsible for coordinating all preparedness exercises for a Federal agency	Organization Designee: See description below.	This role is being removed. These users will remain in the system and retain any other roles they previously held. The access granted as an Organization Designee will be similar to the access under the Federal EAA role.
Federal EAA Designee: Responsible for assisting the Federal EAA in creating event records in the system. The Federal EAA and Federal EAA designee cannot add or modify recommendations or Improvement Plans (IPs); they are, however, responsible for tracking event IPs assigned to the Federal EAA's organization. The Federal EAA designee has all the functions of the Federal EAA user.	Organization Designee: See description below.	This role is being removed. These users will remain in the system and retain any other roles they previously held. The access granted as an Organization Designee will be similar to the access under the Federal EAA Designee role.

Previous CAP System Role Descriptions	New CAP System Role Mapping/Description	Identified User Impacts
<p>State Event Administering Agency (EAA): Responsible for coordinating preparedness exercises at the State level, generally for a homeland security or emergency management agency. The State EAA can view improvement plans where their organization has been assigned a formal role for an event or where the State EAA's organization sponsored the exercise. The State EAA is responsible for creating new events, but also has access to all reporting functions available in the system.</p>	<p>Organization Designee: See description below.</p>	<p>This role is being removed. These users will remain in the system and retain any other roles they previously held. The access granted as an Organization Designee will be similar to the access under the State EAA role.</p>
<p>State EAA Designee: Responsible for assisting the State EAA in creating event records in the system and tracking event IPs assigned to that State. The State EAA Designee has all the functions of the State EAA.</p>	<p>Organization Designee: See description below.</p>	<p>This role is being removed. These users will remain in the system and retain any other roles they previously held. The access granted as an Organization Designee will be similar to the access under the State EAA Designee role.</p>
<p>Event POC: Primary POC for an event. This is the primary user responsible for entering new event information, including the event IP, into the system. The event POC is the only user who can post a finalized IP to the system.</p>	<p>Improvement Plan (IP) POC: An IP POC is the primary point of contact for an event and associated IP. This is the primary user responsible for entering event information, including the event IP, into the system. The IP POC is the only user who can post a finalized IP to the system. After the IP has been posted, the IP POC is responsible for monitoring the IP and performing updates as requested such as modifying corrective action assignments. The IP POC is assigned to a specific event.</p>	<p>The role is being renamed. No other user impacts.</p>

Previous CAP System Role Descriptions	New CAP System Role Mapping/Description	Identified User Impacts
<p>Event Designee: Responsible for assisting the event POC in entering event information into the system and updating event IPs. Specifically, this user is responsible for assisting the event POC with entering After Action Report (AAR)/IP recommendations and adding new corrective actions. Along with the action officer and organization POC, the event designee also has the ability to modify corrective action assignments. The event designee is assigned to a specific event and has all the functions of the event POC for that event.</p>	<p>IP Designee: An IP designee is responsible for assisting the IP POC in entering IP and event information into the system and updating event IPs. The IP designee is assigned to a specific event and has all the functions of the IP POC for that event, with the exception of the ability to post finalized IPs.</p>	<p>The role is being renamed. No other user impacts.</p>
<p>Organization POC: Primary POC for an organization in the CAP System. An organization is represented functionally in the system by an organization POC. Organization POCs follow the event request process to enter information about an exercise or real-world incident into the system. System responsibilities also include:</p> <ul style="list-style-type: none"> ▪ Maintaining contact information for their organization ▪ Approving new user registrations for their organization ▪ Assigning corrective actions to action officers from their organization ▪ Maintaining a current list of system users from their organization 	<p>Organization POC: An organization POC is the primary point of contact for an organization in the CAP System. The responsibilities of the organization POC include maintaining contact information for their organization, approving new user registrations for their organization, assigning corrective actions to action officers from their organization, and maintaining a current list of system users from their organization. The organization POC has oversight capability for all IPs associated with their organization. Every organization within the CAP System has an organization POC.</p>	<p>These users will receive additional access to reports and other functions that were previously only available to Federal and State EAA roles.</p>
	<p>Organization Designee: An organization designee is responsible for assisting the organization POC for their organization. The organization designee has all of the functions of the organization POC user.</p>	<p>No user impacts. This is a new role that can be assigned to users within an organization.</p>

Previous CAP System Role Descriptions	New CAP System Role Mapping/Description	Identified User Impacts
<p>Action Officer: Responsible for tracking the implementation status of a corrective action for an assigned organization. The action officer will track and update the implementation status for those corrective actions assigned to them. Specifically, this user is responsible for updating the details (e.g., status, timeline) for a particular corrective action assigned to them.</p>	<p>Action Officer: An action officer is responsible for tracking the implementation status of a corrective action for an assigned organization. The action officer will track and update the implementation status for those corrective actions assigned to them. Specifically, this user is responsible for updating the details (e.g., status, timeline) for a particular corrective action assigned to them.</p>	<p>No user impacts.</p>
<p>Exercise Lead Evaluator: This role has visibility into the IP for the exercise that they evaluated.</p>		<p>This role is being removed. These users will remain in the system and retain any other roles they previously held. This may cause them to lose access to an event to which they previously had access. Users who previously held the Exercise Lead Evaluator role should contact the Improvement Plan POC or Designee for each event where they held that role to request a new assignment. Often, the former Exercise Lead Evaluator will be reassigned at an Improvement Plan Designee.</p>
<p>U.S. Department of Homeland Security (DHS) User: DHS users have read-only access to events and IPs to provide oversight and reporting within the CAP System.</p>	<p>DHS Program Manager: A DHS program manager is responsible for broad reporting and tracking across IPs. This role is limited to select individuals within the DHS with CAP, RAMP, and HSEEP program management responsibilities.</p>	<p>The stated desire of the working group was to limit the number of users with access to this role.</p>

Previous CAP System Role Descriptions	New CAP System Role Mapping/Description	Identified User Impacts
DHS Exercise Manager: DHS exercise managers have broad access to the CAP System events and IPs, including some ability to update IP data.	DHS Program Manager: A DHS program manager is responsible for broad reporting and tracking across IPs. This role is limited to select individuals within the DHS with CAP, RAMP, and HSEEP program management responsibilities.	This role is being removed. These users will remain in the system and retain any other roles they previously held. This is not being performed systematically, but will be conducted on an individual basis.

In addition, changes have been made to the corrective action statuses as part of this release, as listed in the table below.

Legacy CAP System Status	New CAP System Status
Open	Open
In Progress	Open
Inactive	Cancel
On Hold	Cancel
Complete	Complete
	Validated